



The State of New Hampshire Insurance Department

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Roger A. Sevigny
Commissioner

BULLETIN **Docket No. INS 04-003-AB**

TO: All Licensed Companies

Date: January 14, 2004

FROM: Roger A. Sevigny
Insurance Commissioner

SUBJECT: Annual Complaint Log

The purpose of this Bulletin is to remind companies that pursuant to RSA 417:4 XVII (c) of Chapter 417, companies must provide the Department an annual complaint log. For purposes of this Bulletin, the definition of complaint is a communication primarily expressing a grievance. Grievance is defined as any expression of dissatisfaction. The log **must use** the following format. To complete, indicate the number of New Hampshire complaints received by the Insurance Department and directly by the Company for each issue listed.

<u>New Hampshire Complaints</u>	<u>Insurance Department</u>	<u>Company</u>
	#	#
A. Cancellation		
B. Non-Renewal		
C. Claims (First Party)		
D. Claims (Third Party)		
E. Rating		
F. Sales		
G. Underwriting Procedures		
H. Miscellaneous/Other		

Annual complaint logs are due to the Department by the last day in January for the preceding year. If the logs are not filed by this date, appropriate fines and penalties will be assessed.

Annual complaint logs should be submitted to "Director, Consumer Services Division". If you have any questions on this Bulletin, please email the Consumer Division at requests@ins.nh.gov, or contact the Department by phone at the above number.